Listing of Claims:

1.   (Currently Amended)   A technical support system comprising:

a service information portal section which provides web pages as ~~an~~ information input and output ~~interface~~ <u>interfaces</u>;

5   a knowledge base section which stores various claim reports and solutions related to the claim reports; and

a claim handling section which registers <u>a new claim report</u> in said knowledge base section ~~a new claim report in which at least a claim title is structured as a combination of~~

10   ~~predetermined items of definition information on the basis of a claim content input to a client web page~~, and manages the registered new claim report as an unsolved claim requiring an answer from an engineer;

wherein said claim handling section is configured to issue

15   <u>respective</u> task sheets for a market countermeasure task which is shared among technical divisions ~~according~~ to <u>the respective technical divisions in accordance with</u> the new claim report<u>,</u> and to update ~~the~~ <u>a</u> state of progress ~~in~~ <u>of</u> the market countermeasure task upon receipt of ~~the~~ <u>each respective</u> task sheet returned from

20   each of the technical divisions<u>; and</u>

<u>wherein claim content of the new claim report is input via a</u> <u>client web page in a format substantially similar to natural</u>

language, and the new claim report is registered in the knowledge

base section in a format including at least a claim title

25   structured as a combination of predetermined items of definition

information expressed in standard terms, based on the claim

content in the format substantially similar to natural language.

2.   (Currently Amended) The technical support system

according to claim 1, wherein said claim handling section is

configured to ~~visualize~~ display the state of progress ~~in~~ of the

market countermeasure task.

3.   (Currently Amended) A technical support method using a

knowledge base section which stores various claim reports and

solutions related to the claim reports, said method comprising:

      ~~a step of~~ providing web pages as ~~an~~ information input and

5   output ~~interface~~ interfaces;

      ~~a step of~~ registering a new claim report in said knowledge

base section ~~a new claim report in which at least a claim title~~

~~is structured as a combination of predetermined items of~~

~~definition information on the basis of a claim content input to a~~

10 ~~client web page~~, and managing the registered new claim report as

an unsolved claim requiring an answer from an engineer; and

      ~~a step of~~ issuing respective task sheets for a market

countermeasure task which is shared among technical divisions

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according to the respective technical divisions in accordance

15   with the new claim report, and updating the a state of progress

in of the market countermeasure task upon receipt of the each

respective task sheet returned from each of the technical

divisions;

     wherein claim content of the new claim report is input via a

20   client web page in a format substantially similar to natural

language, and the new claim report is registered in the knowledge

base section in a format including at least a claim title

structured as a combination of predetermined items of definition

information expressed in standard terms, based on the claim

25   content in the format substantially similar to natural language.

     4.   (Currently Amended) The technical support method

according to claim 3, wherein said progress state updating step

is configured to visualize the state of progress in of the market

countermeasure task is displayed.

     5.   (Currently Amended) A recording medium having a program

recorded thereon for a technical support system server including

a claim handling section which registers a new claim in a

knowledge base section a new claim report in which at least a

5   claim title is structured as a combination of predetermined items

of definition information on the basis of a claim content input

to a client web page, and manages the registered new claim report

as an unsolved claim requiring an answer from the engineer, said

program being executable for causing to cause said claim handling

10   section to perform:

a process of issuing respective task sheets for a market

countermeasure task which is shared among technical divisions

according to the respective technical divisions in accordance

with the new claim report, and updating the a state of progress

15   in of the market countermeasure task upon receipt of the each

respective task sheet returned from each of the technical

divisions;

wherein claim content of the new claim report is input via a

client web page in a format substantially similar to natural

20   language, and the new claim report is registered in the knowledge

base section in a format including at least a claim title

structured as a combination of predetermined items of definition

information expressed in standard terms, based on the claim

content in the format substantially similar to natural language.

6.   (Currently Amended) The recording medium according to

claim 5, wherein the program is configured such that executable

to cause said claim handling section performs to perform a

fruther process of visualizing displaying the state of progress

in of the market countermeasure task.

7.   (New) The technical support system according to claim 1,
wherein the technical divisions comprise a design division, a
production division, and a quality certification division.

8.   (New) The technical support system according to claim 1,
wherein the state of progress is a selected one of a plurality of
consecutive steps.

9.   (New) The technical support system according to claim 8,
wherein the selected step is updated based on a combination of
tasks completed in the technical divisions.

10.   (New) The technical support system according to
claim 8, wherein the consecutive steps comprise: a first step of
confirming and verifying the claim content of the new claim
report, a second step of performing cause investigation and
solution estimation, a third step of performing a trial
production and effectiveness test of a countermeasure part, a
fourth step of preparing the countermeasure part for market
application, and a fifth step of monitoring effectiveness of the
countermeasure part in the market.

11.   (New) The technical support system according to
claim 9, wherein the technical divisions comprise a design

division, a production division, and a quality certification

division.

12. (New) The technical support system according to

claim 11, wherein the consecutive steps comprise: a first step of

confirming and verifying the claim content of the new claim

report, a second step of performing cause investigation and

5   solution estimation, a third step of performing a trial

production and effectiveness test of a countermeasure part, a

fourth step of preparing the countermeasure part for market

application, and a fifth step of monitoring effectiveness of the

countermeasure part in the market.

13. (New) The technical support system according to

claim 12, wherein the state of progress is updated to the fourth

step when a task of the design division is completed.

14. (New) The technical support system according to

claim 12, wherein the first step is selected when the new claim

report is received by the design division.

15. (New) The technical support system according to

claim 8, wherein a plurality of the task sheets are issued to the

technical divisions.

16.   (New) The technical support system according to
claim 15, wherein a plurality of the task sheets are issued to a
design division.

17.   (New) The technical support system according to
claim 15, wherein a task sheet is issued to a quality
certification division when a design division returns a task
sheet issued thereto indicating completion of a task of the
design division.

18.   (New) The technical support system according to
claim 8, wherein a task sheet issued to a design division and a
task sheet issued to a production division are issued
simultaneously.

19.   (New) The technical support system according to
claim 12, wherein the fifth step is selected when tasks of the
design division, the production division, and the quality
certification division are completed.

20.   (New) The technical support system according to
claim 7, wherein details of a countermeasure are delivered as a
report of invention to a patent division upon completion of the
countermeasure task shared among the technical divisions.